

**Summary of Selected Question from the 2005 Quality of Life Survey
RHIC/AGS Users Executive Committee
February 3, 2006**

Please rate the furnishings at the Guest House, Dorms, and Apartments

- Most users are pleased with the furnishings in the various housing options
- report continued improvement (69% of respondents were pleased or neutral and only 1% were very unhappy).
- Apartments are rated the highest while efficiency apartments and dorms follow and there is little experience with cottages
- The guest house was rated overpriced for its simple accommodations
- Users generally noted that furnishings were old but adequate, except for beds which many felt were too small.
- Heating and air conditioning could be improved
- The dorm bathroom facilities were deemed in need of some upgrades and cleanliness was sometimes an issue
- Though dorms are very simply furnished they are considered very cost effective.
- Miscellaneous comments include the need to enforce quiet hours for owl shift workers sleeping during the day and occasional problems with reservations.

What is your experience with the cafeteria at Berkner Hall?

- 28% of users were pleased or very pleased with the service vs. 35% neutral and 33% displeased
- Only 4% had no opinion
- Opinions on food quality varied widely pro and con with respect to entrees but there was consensus that sandwiches were always very good
- Many felt that availability of fresh fruits and vegetables could be improved and there appears to be a significant fraction of vegetarians amongst the user community
- A majority of users felt that the prices are a bit high.
- Finally it was frequently suggested that hours should be expanded by 30 minutes or so before and after the current hours of operations
- Late shift workers are generally frustrated that there is a lack of food service on site during off hours.

What is your experience with the dining/bar facilities at the Brookhaven Center?

- Users tended to be neutral to displeased with their experience (70% of those with an opinion) and many have never tried the service based on negative recommendations of peers
- Less than 2% were very pleased.
- There was overwhelming consensus that the staff are unfriendly and most felt that food service is slow

- However, users were happy that there is some form of dinner hour service on site despite a limited menu and a tendency towards shortening of posted hours
- Users like the daily specials but feel that their hours of availability are too short
- Late shift workers are generally frustrated that there is a lack of food service on site during off hours.

What is your experience with the vending machines at BNL?

- Several complaints
 - unavailability of machines in several locations (dorms, AGS, Chemistry, NSRL)
 - high price, irregularity of refills
 - lack of change machines
 - few healthy snack options
 - The level of satisfaction with this service is quite low, the exception being the "informal trust based food services" that exist on some departments.

What is your experience with the overall food service at BNL?

- Main issue is the lack of options after lunch hours, i.e., afternoon and dinner
- Several users lament the absence of a coffee-house service/location, both for food and professional/social interaction
- Quality/price ratio of the existing food services is also a concern